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## GENERAL

**617**

### **Liaison Meetings with CWU Group MPs**

Meetings with CWU Group MPs have now been arranged for the next Parliamentary Session. Listed below are the dates of the meetings and those nominated to attend:

#### **12 December**

Graham Colk, Andy Kerr, Joe Malone, 1 representative from W Midlands Political Committee.

Billy Hayes, General Secretary

**618**

### **Stop Starving The Palestinians – Stop Arming Israel**

The following Lobby of Parliament, organized by the Palestinian Solidarity Campaign, is supported by the CWU and we would therefore encourage our members who are off duty to attend the Lobby.

#### **Lobby of Parliament –**

#### **Wednesday 29th November**

House of Commons, London SW1

Please make an appointment with your MP NOW!

Stop Starving the Palestinians – Stop Arming Israel, Restore Aid to the Palestinian Authority, Release Palestinian Parliamentarians and Respect Palestinian Democracy

Called by: Palestine Solidarity Campaign, CAABU and organisations including: Arab Media Watch, Jews For Justice For Palestinians, Pax Christi, Palestinian Return Centre, Friends of Al Aqsa, Amos Trust, Palestinian Forum in

Britain, ICAHD UK, Friends of Lebanon, War on Want, Midlands Palestinian Community Association (MPCA), Campaign Against the Arms Trade, British Muslim Initiative, PCS, RMT  
Come and meet us in the briefing room W1 from 3 to 6pm. The lobby of Parliament will be followed by a meeting in Committee Room 12, Westminster Palace at 7pm with Dr Manuel Hassassian, Palestinian General Delegate to the UK, Jeff Halper ICAHD, Barry Camfield Asst. General Secretary TGWU, Richard Burden MP and Gerald Kaufman MP.

Palestinians are facing a humanitarian catastrophe following the blockade imposed by the EU, US and Israel, suffering what the World Bank describes as an 'unprecedented economic depression'. Access to food, water and electricity is severely restricted in the Gaza Strip. Israel is assaulting basic democratic rights by imprisoning elected representatives of the Palestinian people, launching military assaults on the West Bank and Gaza which have killed over 260 Palestinians since June, and continuing to build the Apartheid Wall and settlements.

The lobby of Parliament is taking place on the UN's international day for Palestine. We are calling urgently for everyone to contact their MP to tell the British government to work to end the blockade on the Palestinian people, act on the decision of the Inter-Parliamentary Union to release the Palestinian parliamentarians held by Israel, and to end its arms trade with Israel.

The purpose of the lobby is to meet your MP and explain to them why you feel that these

issues must be addressed immediately, calling on them to take action.

Please come along, whether you have spoken to your MP before, or have never contacted them before. Showing there is strong support for Palestinian human rights makes a difference!

#### **To lobby your MP**

Firstly, contact your MP as soon as possible and arrange a meeting with them on Wednesday 29 November. If you don't know who your MP is, go to [www.faxyoump.com](http://www.faxyoump.com) or phone **020 7219 3000**. Briefly explain to your MP what you would like to speak to them about.

Secondly, please let us know when you have an appointment with your MP so we can co-ordinate with other people in the same constituency – phone **020 7700 6192** or email [info@palestinecampaign.org](mailto:info@palestinecampaign.org)

Even if you do not manage to contact your MP in advance, you can still try to meet them on the day – just come along to the lobby and ask for a 'green card' which you then fill in to request that your MP meets you.

We will be able to brief you on how to lobby your MP on 29 November in the House of Commons.

Contact your MP today to make an appointment for the 29th November.

For more information please contact us:

Tel: **0207 7006192**

Email: [info@palestinecampaign.org](mailto:info@palestinecampaign.org)

[www.palestinecampaign.org](http://www.palestinecampaign.org)

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**Harassment Complaints Database: Union Policy**

Branches are again reminded of the need to fill in the Harassment Complaints Database (HCD) Forms, as illustrated in LTB 450/04.

Please ensure that all reps have a copy of LTB 450/04 as it contains useful guidance as well as the form itself. Branches may also find LTB 289/04 useful which contains information on the Harassment Helpline and the Harassment Advice Network as well as the HCD. The completion of the HCD forms is part of our agreement with the Equal Opportunities Commission and is, therefore, CWU policy. (The full agreement can be found in LTB 292/04).

The Equal Opportunities Commission has raised concerns with us regarding the completion rate, which we need to address, otherwise we will fall foul of the agreement. Therefore, please ensure that any complaint raised with branch reps by members that involves possible Harassment should be notified to HQ via these forms.

We appreciate that this will add to an already busy work schedule for those reps that have the responsibility for completing them, but there is no scope for non-compliance. We must accept that this will become an accepted culture in terms of harassment reporting. The data that will come through to HQ will be vital in enabling us to analyse and identify any obvious patterns where problems exist.

We extend our appreciation to all those branches already complying with the policy and look forward to the co-operation of all Branches in this matter.

Any enquiries regarding this paragraph please contact Michèle Emerson at CWU HQ.

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**Mandatory Equality & Diversity Training**

Branch Secretaries are requested to ensure that any person in their branch who has CWU rep responsibilities and has not yet completed their mandatory Equality & Diversity training are enrolled in the courses that are planned throughout the regions in the forthcoming months. All reps must do the training – this includes Divisional Reps, Area Reps, Unit reps and Branch Officers. For clarification on dates please contact either your Regional Secretary.

The training has been running now for over three years and there are still a substantial number of reps who have not completed the training. Your co-operation in this matter is greatly appreciated. Equal Opportunities Department.

621

**Stop the Anti-Choice Offensive**

Its time the pro-choice majority was heard! Public meeting on 22nd November, 7pm — 9pm. Room 10, House of Commons, Westminster. All pro-choice supporters

welcome. Speakers include: Polly Toynbee Guardian Columnist; Dr Kate Paterson MRCOG, NFFP Consultant in Community Gynecology and Reproductive Health; Laura Moffatt MP Labour Party; Liberal Democrat MP; Jacqui Lait MP Conservative Party; Lorene Fabian AMICUS; Rebecca Gill TUC Women's Officer and Kat Stark NUS Women's Officer. Following two years of relentless and misleading media campaigning, the anti-choice lobby has now turned to drive its dangerous agenda through parliament.

Notwithstanding the defeat of a cynical anti-choice backbench bill at the end of October, the anti-choice lobby has pledged to continue with a Private Members' Bill, an Adjournment debate and a Westminster Hall debate. The strategy is designed to ratchet up pressure for incremental restrictions in women's crucial abortion rights – starting with later abortion.

This public meeting in Parliament, on the eve of the ballot for a Private Members' Bill, is an opportunity to send a strong message to MPs that any attempts set back women's rights will be met with widespread and determined opposition. We look forward to seeing you there.

Please email [info@abortionrights.org.uk](mailto:info@abortionrights.org.uk) to register your place and for further details. Organised by Abortion Rights.

Abortion Rights is supported by: T&G, FBU, CWU, AMICUS, BECTU, UNISON, ASLEF, RMT, UCU, TSSA, NAPO, NUS Women's Campaign and many others.

Abortion Rights and NUS Women's Campaign are also organising an opportunity for you to lobby your MP and take part in a media photo event during the day.

Please see [www.abortionrights.org.uk](http://www.abortionrights.org.uk) and [www.nusonline.co.uk/women](http://www.nusonline.co.uk/women) for details. Equal Opportunities Department

**HEALTH AND SAFETY**

622

**HSE Better Backs Campaign – Free Health Awareness Event – Barnsley**

The HSE are organising two identical free half-day events on 16 November 2006 at the Elsecar Heritage Centre, Wath Road, Barnsley S74 8HJ – starting at 9.00am and 1.00pm.

By participating in the Better Backs campaign and attending an event you can find out how employers and employees can work together to manage the risks and overcome the impact of back pain on individuals and businesses. Tackling back pain needs good management and a partnership approach so Managers and Trade Union Safety Representatives are welcome. Back pain can have a great financial and physical impact on workers. Employers additionally face loss of production; failure to meet contract requirements; retraining and replacement costs; lost management time arranging cover for employees off sick; the additional costs of covering absent employees – overtime, agency staff etc. loss of reputation with customers, adverse publicity, high

insurance premiums and risk of civil liability claims.

The event will cover the relevant regulations, the use of the 'MAC tool' Manual Handling Assessment Chart (MAC) Tool or manual handling assessment charts, managing sickness absence, an employer will present a case study and there will be demonstrations of lifting equipment.

Applications can be made on line at [www.hse.gov.uk/campaigns/conferences/barnsley.htm](http://www.hse.gov.uk/campaigns/conferences/barnsley.htm) or ring the HSE Infoline on 0845 345 0055

All enquiries concerning the above should be addressed to Dave Joyce National Health, Safety & Environment Officer quoting ref: EX5

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**HSE Motor Vehicle Repair Health & Safety Forum**

In January 1999 the MVR Health and Safety Forum was set up to co-ordinate the interests and activities of all those involved with health and safety in the Motor Vehicle Repair industry.

Peter Concannon Area Safety Representative CWU London Regional Motor Transport Branch and Secretary of the CWU South East Regional Health & Safety Forum sits on the Committee on behalf of CWU. Minutes for the meeting from 4th October 2006 can be read on line at [www.hse.gov.uk/aboutus/meetings/MVR/041006](http://www.hse.gov.uk/aboutus/meetings/MVR/041006)

All enquiries concerning the above should be addressed to Dave Joyce National Health, Safety & Environment Officer.

624

**HSC/E Simplification Plan 2006**

The Health and Safety Commission (HSC) and Health and Safety Executive (HSE) have published their simplification plan as part of their continuing commitment to better, smarter regulation to help business comply and so improve health and safety. The simplification plan draws together a number of strands of HSE's commitment to better, smarter regulation. The plan is rooted in HSC's Strategy for workplace health and safety in Great Britain to 2010 and beyond, providing new impetus to the four strategic themes.

The plan is available at [www.hse.gov.uk/simplification/index.htm](http://www.hse.gov.uk/simplification/index.htm)

The plan outlines initiatives to reduce the paperwork costs to business associated with complying with health and safety law while maintaining or improving health and safety standards. The report builds upon work already started by HSC/E on sensible risk and the need for businesses to focus on real health and safety risks rather than generating unnecessary paper mountains.

The Minister for Health and Safety stated: "The plan balances both administrative burden reduction and wider better regulation initiatives. The plan outlines its commitment to delivering real and significant reductions in the costs to business of compliance with legislation.

It aims to maintain or improve health and safety outcomes, while reducing costs of unnecessary paperwork to duty holders."

Key initiatives in this, the first year of the plan, focus on elements that affect the largest number of employers. These include:

- Sensible risk management –simplifying HSE guidance to and encourage a proportionate approach to risk assessment and management
- Gas Safety Review – a review of the current regulatory regime, to improve and modernise the system on a risk and evidence basis
- Forms–projects to reduce the number and burden of HSE forms by stripping out all out-of-date forms and providing electronic versions of all those remaining.

Over the next four years HSE will be developing and updating the plan to report on progress and to ensure it continues to target the priority areas of concern to business.

HSC/E have consulted widely with businesses, trade bodies and unions in developing the plan. They continue to encourage feedback on the plan and any ideas for new simplification initiatives that might be included.

The CBI welcomed the plan supporting the removal of unnecessary administrative and bureaucratic burdens on business and welcomed the Health and Safety Executive contribution to the overall Government Better Regulation Initiative.

The TUC response was to state that:

"The unions have always supported strong effective regulation. However, if regulation can be simplified without reducing the level of protection it affords, that is in the interests of employees, employers and regulators, the TUC believe the HSE/C have recognised this in their simplification plan which stresses that good regulation must be fit for purpose and effective."

Better regulation across public and private sectors is a priority for the Government, and has the personal commitment of both the Prime Minister and Chancellor. In the 2005 Budget the Government announced the publication of the Hampton and Better Regulation Task Force (BRTF) reports. These two key reports have set all departments and regulators big challenges to reduce administrative burdens whilst improving effectiveness and outcomes. As a key regulator, HSE has given a firm commitment to deliver the better regulation agenda.

The key task in delivering the BRTF recommendations is for all Departments, including HSC/E, to prepare a rolling programme of simplification measures contained in a simplification plan. HSC/E's plan will incorporate the recommendations made by the BRTF but also the wider better regulation agenda and the recommendations in the Hampton report e.g. inspection activity and

regulator mergers.

The Health and Safety Commission's strategy was launched on 23 February 2004, with the publication of "A strategy for workplace health and safety in Great Britain to 2010 and beyond."

All enquiries concerning the above should be addressed to Dave Joyce National Health, Safety & Environment Officer quoting ref: EX5

## 625

### **CWU Supports Asbestos Cancer Drug Campaign – Lobby at Westminster and Early Day Motion 2848**

Trade Unions joined asbestos victims support groups at the House of Commons last month demanding mesothelioma victims be given treatment on the NHS that may extend their life.

The UK Government body NICE (National Institute for Health and Clinical Excellence), earlier this year withdrew approval for a drug called Alimta®, which is used as a chemotherapy treatment for mesothelioma. This means that Alimta® is no longer prescribed for sufferers of this horrific, painful disease, taking hope away from many patients.

Mesothelioma is a form of cancer caused almost exclusively from exposure to asbestos. Many workers in the UK have been exposed to asbestos at one time or another, and many who have worked in industries such as construction and shipbuilding, now live in real fear of contracting an asbestos related disease.

Over 40 MPs attended the lobby, with many of them sharing experiences of constituents who have contracted this illness. Equally lobbyists gave their account to MPs of how the disease had affected their lives, families and loved ones.

A young woman at the lobby told her harrowing story, of how Alimta® had been withdrawn from her mother at the last minute, after being promised treatment by a her Primary Care Trust. Even before the withdrawal, chaos and frustration rained down on mesothelioma sufferers, with some patients receiving treatment and others just a few miles away being deprived.

The final decision will be given after an appeal hearing later this year, MPs have promised to bring this injustice to the attention of Government Ministers in time for action to be taken before the appeal deadline elapses. Amicus wholeheartedly supports this cause, and will encourage MPs to keep the pressure up.

Health and Safety campaigning MP Michael Clapham has put down an Early Day Motion EDM 2848 which reads:

*That this House is aware that since July 2005 mesothelioma victims in Scotland have had access to the drug Alimta®, which is the only licensed treatment for this tumour; welcomes the decision of the Cancer Networks and primary care trusts that have made Alimta® available in parts of England and Wales; urges them and the NHS Quality Improvement Scotland to stand by their decision irrespective of what the National*

*Institute of Health and Clinical Excellence (NICE) decides at the appeal hearing on 27th October 2006; notes that Alimta® is priced lower in the UK than in other European countries and that the NHS budget impact for 2006 will only be £3 million; is concerned that NICE has indicated that it is currently not minded to recommend Alimta® despite accepting its efficacy; calls on it to reconsider the applicability of its appraisal methodology; recognises the additional duty of care on Government to workers from the former nationalised industries negligently exposed to asbestos; and calls on the Secretary of State for Health to acknowledge that, in this case, she has a wider social responsibility that goes beyond the NICE definition of cost-effectiveness.*

CWU supported MPs have been asked to sign the EDM. CWU is fully behind the campaign and believes that mesothelioma sufferers are given every opportunity to enhance their quality of life. This drug at present offers the only hope for mesothelioma victims and we should not allow the least able to defend and protect themselves become the innocent victims.

All enquiries concerning the above should be addressed to Dave Joyce National Health, Safety & Environment Officer quoting ref: P8.

## 626

### **HSE 'Safety Alert' on the Use of Tower Cranes on Construction Sites**

For the information of branches who have members occasionally working on building sites the following information has been received from the HSE.

The HSE has issued a "Safety Alert" following a number of recent fatal accident tower crane collapses on construction sites, the most recent in Battersea which struck a nearby block of flats and killed the crane driver and a member of the public in the street nearby cleaning his car. The HSE has issued the safety alert to the construction industry to remind those working on projects where tower cranes are in use of the importance of the safe tower crane erection, operation, maintenance and dismantling of such cranes. This alert has been prompted by a number of serious incidents involving tower cranes in recent years.

Those responsible for the management of tower cranes on site should ensure that:

1. Tower cranes are erected and dismantled by competent people who have the necessary training and experience. Companies should draw up written procedures for each type of tower crane and these procedures should be based on the manufacturers' instructions. These procedures should be available on site and those involved in the work be familiar with them;
2. A thorough examination of the crane is undertaken after its erection by a competent person who is sufficiently independent and impartial and is not

- involved in the erection process;
3. Only competent people are allowed to operate the crane;
  4. Pre-use checks are carried out by the crane operator at the start of each shift to ensure that the crane has not suffered any damage or failure and is safe to be used;
  5. In-service inspections are carried out by the crane operator, generally at weekly intervals and records kept of these inspections;
  6. A properly planned maintenance system is established and used. Competent people should undertake this maintenance at intervals specified by the manufacturer and records kept of the work completed including any parts that have been replaced. In general the original manufacturers' parts should be used. Where parts are sourced from suppliers other than the original manufacturer a competent engineer should assess that the parts selected meet the original manufacturers' specification and are fit for purpose. Any parts replaced should be installed in accordance with the manufacturers' instructions;
  7. Further thorough examinations are carried out by a competent person at specified intervals, after major alterations or repair or after the occurrence of exceptional circumstances which are liable to jeopardize the safety of the crane; and
  8. Lifting operations are properly planned and appropriately supervised.

Detailed information on all these issues can be found in:

- *"Safe Use of Work Equipment" – Lifting Operations and Lifting Equipment Regulations 1998 Approved Code of Practice and Guidance;*
- *BS7121 "Code of Practice for safe Use of Cranes" Part 1: General;*
- *BS 7121 "Code of Practice for safe Use of Cranes" Part 2: Inspection, testing and examination;*
- *BS 7121 "Code of Practice for safe use of Cranes" Part 5: Tower Cranes. (This was revised in February 2006);*
- *CIRIA publication C654 "Guide to Tower Crane Stability"; and*
- *The Construction Plant-hire Association's Tower Crane Interest Group Technical Information Notes.*

HSE has worked closely with industry to revise BS7121 – Part 5 and to produce the CIRIA publication and the CPAs Technical Information Notes mentioned above. As a result of this new guidance being available to the industry HSE Construction Division has an ongoing programme of visits to tower crane companies incorporating site visits and head office visits to discuss health and safety management of the supply, erection, operation and dismantling of tower cranes. This work will be continuing in light of the recent tower crane collapse at

Battersea and we will expect companies to be able to demonstrate compliance with relevant legislation and industry best practice.

All enquiries concerning the above should be addressed to Dave Joyce National Health, Safety & Environment Dept quoting ref: EX5.

## 627

### Royal Mail Occupational Road Risk/Work Related Road Safety Project

The Royal Mail Letters National Safety Steering Group has recently completed its first safety initiative on "Bag Weights" and will shortly be publishing it report, recommendations and outputs.

The RM Letters National Safety Steering Group has now agreed that its next safety initiative and campaign will be "Managing Occupational Road Risk/Work Related Road Safety". Allan Holt RMG Head of Safety has on his 06/07 workplan a project to develop and implement a "Managing Occupational Road Risk" policy for RM Group (inc POL) and the work of the RML NSSG will feed in to that project. Part of this will be to define the need for risk assessment of driving in all areas in RM Group – as opposed to the existing assessments carried out only on the vehicles. This will concentrate on all the risk enhancing factors; driver, vehicle and journey. Other issues come into this on which we have already done some considerable work are things such as load configuration and layout and restraint plus working time and fatigue, driver training and occupational health. The intention is form a number of joint working parties to work up solutions and processes with full CWU involvement to the various aspects of road safety – delivery, collections, trunking and cycles (Motion 176 carried at CWU Conference 1996 – will be pursued via this route.

At the last meeting of the RML NSSG I suggested that we seek outside input and guidance from experts in the field of ORR/ managing work related road safety to further strengthen our joint Royal Mail/Trade Unions initiative. I gave a brief summary various publications and resources plus details of the organisations and of the work they do, who I considered could help us in our objectives:

- The HSE Guidance "Driving at Work and managing work-related road safety" (INDG382) sets out what needs to be done in respect of establishing a Policy, Risk Assessment and monitoring. Assessing the risks to evaluate whether work-related road safety is being managed effectively should include:
  - The driver** – competency, training, fitness and health,
  - The vehicle** – suitability, condition, safety equipment and ergonomic considerations,
  - The journey** – planning, scheduling, time, distance and weather conditions.
- The LARSOA (Local Authority Road Safety Officers Association) Guidance "Driving your business risk down – understanding

occupational road risk – a guide for employers" contains an at work road safety CD. The interactive CD, "driving your business risk down" contains a simple guide and description of the issues, web links and useful sites, a framework for policies you can complete and adopt, PowerPoint presentations for senior managers, line managers and employees, documentation to adopt and analysis tools for you to use.

- The DOT's "THINK!" organisation campaigns all year round to get people to think more about road safety, whether they walk, drive or ride. As part of the Government's strategy, our "THINK" aims are to cut the number of deaths and serious injuries from road accidents by 40% by 2010. THINK's basic approach is national publicity using a mix of emotion and facts that raise the profile of road safety. They utilise a range of media channels – TV, radio, press, posters, ambient etc. to provide a national platform to stimulate complementary regional and local authority activity and to encourage companies to cascade messages to their employees and customers. A range of free publicity material is made available to local authorities and others to promote consistency of messages at national and local level. THINK will also work with organisation to help model a road risk reduction campaign specifically to the needs of a company or organisation. "THINK" produces a range of information leaflets and posters etc.
- "AIRSO" is an independent membership organisation (charity) working for the interests of road safety. Members represent a wide cross section of commercial transport, fleet management, driver training, independent and local government road safety organisations, the armed services, the emergency services and enforcement agencies etc. AIRSO are prepared to visit organisations, give advice and assistance and discuss anything you wish with regard to ORR/at work road safety and give a presentation.

See below list of CWU nominees to participate, supporting the Health, Safety & Environment Department:

Nat Joint SSG: Bobby Freeman ASR Merseyside, Ted Stead ASR Oldham & Rochdale, John Nash ASR Northern Home Counties.  
 North Territorial JWG (Delivery) Ted Stead Oldham & Rochdale, Mick Gledhill Bradford & Dist.  
 East Territorial JWG:(Collections) Paul Fenton Kent Invicta, John Nash Northern Home Counties.  
 West Territorial JWG:(Cycles) Ian Treherne Gloucester & Dist Amal, Tony Hayes South West No 3.  
 Network/Logistic JWG: (Trunking) Paul Arundal Leeds & Dist, Jim Harte Northern Home

## TELECOMS

628

### **BT Wholesale: Network Solutions Single Point Of Entry (SPOE)**

The union has been informed that the current team for Single Point of Entry (SPOE) within Network Solutions will be undergoing a change programme. The team's function for Local Loop Unbundling will cease, as the functionality will be moving over to Openreach, and will become an automated process.

BT Wholesale has been picking up this area of work manually for Openreach and Openreach have now agreed to enter their orders directly onto SNAP going forward.

The rationale behind this is to put Openreach in line with all other customers to BT and will create clear lines of responsibility and stop duplication of data entry.

The SPOE team currently consists of 9 CWU grades and 1 Manager. BT Wholesale will be establishing an Order Entry function to pick up BT Wholesale orders only. This team will consist of 3 CWU grades and 1 Manager.

The role the 3 CWU grades will be carrying out going forward will not be changing significantly from the role they are currently doing. As there will be a reduction from 9 to 3, the individuals concerned will go through positive selection process.

A lift and shift will be completed for the current Manager of the team.

The remaining members will become redeployees and supported in seeking a permanent role via the redeployment process.  
Brian Healy  
Assistant Secretary

629

### **Telewest: Annual Conference: Proposition 14**

Proposition 14 accepted at Conference 2006 sought to obtain an understanding of the company's intentions with regard to the company pension scheme.

There is significant work being carried out on future arrangements, and the company has committed to sharing initial proposals with the Union once some of this detail starts filtering through.

Currently the Telewest Communications Pension Plan is open and continues to accept applications from employees.

Now that NTL and Telewest are one company, the intention is to bring together terms, conditions and benefits available to all employees over time. It is not yet decided how this will affect the plan but as soon as detailed proposals are available, we will communicate these. The company will be consulting with the appropriate employee forums on any proposed

changes.

Brian Healy  
Assistant Secretary

630

### **Telewest: TUPE and VR**

The Union has sought an update on the discussions/progress it is having with regards to TUPE and the associated VR Programme.

In response the company has stated that the proposal transfer numbers in each region have been aligned against the preferred contract partners.

However these only remain a preference until the commercial contractual arrangements have been agreed and signed, which at present is not the case. The position with regards to VR and TUPE as current is as follows:

- Of the 364 workforce, 250 are seeking VR and 114 will go through the TUPE process.
- VR confirmation letters have been referred to Regional Heads of Department for distribution and the 1-2-1 leaver exits are taking place.
- The anticipated transfer numbers of the 114 are Avonline 49, Cobra 7, Kelly 3, MAP 19 and McNicolls 36.

In the event that the contractual arrangements are agreed, Telewest have agreed that the associated discussions will take place with the Union. However it also accepts that the envisaged deadlines are slipping.

Brian Healy  
Assistant Secretary

631

### **Accenture HR Services: Salary Review 2006 Ballot Result**

Following a consultative ballot on the above, which closed on Tuesday 7 November 2006, the result is for acceptance of the proposed offer.

**In a 54% turnout, members have voted 82% to accept with 18% rejecting.**

The company has now advised and they have confirmed that arrangements are in place to implement the new salary arrangements and for the back date pay to be paid in the November salaries.

Brian Healy  
Assistant Secretary

632

### **Accenture Learning: Salary Review Ballot Result**

Following a consultative ballot on the above, which closed on Tuesday 7 November 2006, the result is for acceptance of the proposed offer.

**In a 73% turnout, members have voted 59% to accept and with 41% rejecting.**

The company has been advised and they have confirmed that arrangements are in place to implement the new salary arrangements and the back date pay to be paid in the November salaries.

Brian Healy  
Assistant Secretary

633

### **BT Wholesale: Broadband Assurance Team Leader Role Review**

As part of the wide ranging discussion being held with Senior Management for Broadband Assurance the role of the Team Leader has been discussed.

Since the concept was developed, the role appears to have moved away from what was envisaged to the point whereby the position has become a sub supervisory role.

The intent is realign the function into one primary which is focussed on coaching and that they will spend some time also in the queues Monday and Friday to maintain their skills as a subject matter expert.

It is also anticipated to create from the Team Coach function a site manger substitution pool. Management have accepted the points made by the Union, that there is not a requirement for individuals wanting to perform at the Team Coach level to also accept a role as a site manager substitute. Furthermore we have advised management that it would not be acceptable for the Union to see agency staff appointed into this role. This came as some surprise to the operational managers present and is an issue which the Executive ask branches to monitor.

It was a requirement that management produce a national job description which is attached for the information of branches together with the presentation slides.

Brian Healy, Assistant Secretary  
Dave Johnson, Assistant Secretary

634

### **BT Wholesale: Loan of Resource to Openreach November 2006**

The Union has been advised that Openreach is currently in a difficult position due to increased volumes of work beyond their capacity to deliver. BT has stated it is vitally important that BT delivers on the promises made to its customers and BT Wholesale have agreed to provide some essential support to Openreach.

BT Wholesale have decided to move a number of people, on a temporary basis, to Openreach from the following units.

A loan of approx 80 people from the Operations Infrastructure Programme. A number of work programmes have been identified where it is possible to defer programme start dates to January 2007 and free up some resource. These individuals all have the frames skills required to support Openreach's work stack or will have transferable skills that can be utilised. These loans will start as soon as possible and continue until the end of Dec 2006.

BT Wholesale have also identified approximately 30 Field Engineers from across the country that can be loaned to Openreach until 31st December 2006. To keep BT Wholesale and customer commitments and meet the expected work volumes, management will resource the backfill of these

**Table 1**

High Level	Low Level	Rationale
S1	NSC	Basic “does it work” type faults
S2	DCN, LTB	Physical (local wiring)
S3i	SCR, EPP	Speed Related
S3	NCB, NCH, SSB, NWP	IP Related
S4	Failed Retests, Repeat Faults	Require experience, and thinking outside the box.
S5	SFI Work	Special Fault Investigations

people through increased overtime where necessary.

BT Wholesale has confirmed there will be no changes to members current terms and conditions. Similarly, members may continue to work their current attendance patterns for the period of the loan. Although, initially some of them may need to work in pairs with Openreach engineers in which case they will be asked to make reasonable adjustments to their attendance times accordingly.

All of this is subject to approval and formal clearance of the Regulator which the Union has sought confirmation on. BT Wholesale management are not at the time of this report able to confirm regulatory clearance.

Brian Healy  
Assistant Secretary

**635  
BT Wholesale: Broadband Assurance and Work Streaming**

Branches in late summer drew the attention of Head Office to a self assessment process taking place in some Broadband Assurance Centres. In some places with or without the knowledge of members, a similar process was taking place, whereby the line management completed the documentation on the members capabilities.

This activity was not one which had been the subject of consultation with the Union and a meeting was demanded to discuss the issues of concern.

It was reported that the main principle behind Capability Optimisation/Work Streaming assessment was to achieve the right type of work to those with the right skills. The reason for this was to create efficiencies and to improve the quality of customer service or experience. The means for doing this will be by:

- Streaming new faults and re-work separately as they require different skills.
- Streaming new faults of differing complexity into separate work streams.
- Defining how work is distributed with training programmes.

If the company expectations come to fruition the anticipated benefits are:

- Reduced ineffective time with shorter fault times through automation of work delivery.
- Focus capabilities on a best match.
- Focussed approach on reducing re-work
- Individual empowerment on assessing capabilities and the creation of

development opportunities.

The work streams have been broken down into the following – **See Table 1.**

In response to some of the further points raised management have given the following assurances:

- The objective of work streaming is to improve efficiency, primarily through reducing re-work – they have agreed to share with the Union information on what areas of re-work they aim to reduce and this will be done once the data analysis is underway following implementation.
- They aim to distribute work to the people with the right skills and want to avoid having to manually stream work to individuals which is wasteful of individuals time and also impacts on the overall fix time.
- For those individuals who had previously chosen not to complete a self assessment, they will provide them with another opportunity to do so. There will be regular reviews of individuals’ capabilities, which will include their input and feedback. They will also ensure that there is a clear rationale as to why individuals have been allocated to particular streams and that robust training plans are in place for everyone.
- As stated above, the primary objective for this piece of work is to improve efficiency mainly through reducing re-work. Therefore management has stated it is not the intention to introduce work streaming in order to look at individuals’ grading. In fact they consider all the work streams to be of a C3 nature.
- They are committed to training and developing our members. In the UK there are only 15 diagnostics advisors that are not fully trained for all faults (S3 level) and the plan is that training for these individuals will be completed during the remainder of Q3. These people are located in Birmingham, Chester, Manchester and Swansea.

Attached for the information of branches is a copy of the slides used in the presentation.

Brian Healy, Assistant Secretary  
Dave Johnson, Assistant Secretary

**POSTAL**

**636  
Parcelforce Worldwide Road Transport Directive**

Attached for the information of Branches is a copy of the above mentioned agreement that has been ratified by the Postal Executive and which provides a framework for negotiations regarding the Road Transport Directive in Parcelforce.

Any enquiries regarding this matter should be addressed to Terry Pullinger, Assistant Secretary, quoting reference 102 or emailed to [dwyatt@cwu.org](mailto:dwyatt@cwu.org).

**637  
Breakthrough Agreement**

The above agreement is attached for the information of Branches. This agreement has been reached following extensive negotiations with Parcelforce Worldwide and has been ratified by the Postal Executive.

Any enquiries regarding this matter should be addressed to Terry Pullinger, Assistant Secretary, quoting reference 112 or emailed to [dwyatt@cwu.org](mailto:dwyatt@cwu.org).

**638  
Agreement Between CWU & Parcelforce Worldwide on 2006 Autumn Pressure and Christmas Remuneration Proposals for all CWU Grade Depot Employees**

Attached for the information of Branches is a copy of the above agreement and operational arrangements, which was ratified by the Postal Executive at its meeting of 7th November 2006. Parcelforce representatives are now requested to discuss with local management work and manpower requirements to ensure adequate cover for the Autumn Pressure/Christmas period in line with this agreement.

Any enquiries regarding this matter should be addressed to Terry Pullinger, Assistant Secretary, quoting reference 106A or emailed to [dwyatt@cwu.org](mailto:dwyatt@cwu.org).

**EVENTS BULLETIN**

**October 2006 – June 2007: London Socialist Film Co-op film season.**

Screenings held on second Sunday of the month from October to June 10.30 or 11 am. Screenings showing at **Reinor Cinema**, Brunswick Square, London WC1. Nearest

tube Russell Square. Tickets cost £7.00, concessions £5.00, £1.00 tickets on sale from 10.30 am on day of screening. To book in advance tel **020 7837 1177** (12 noon to 8.00 pm) or go to [www.curzoncinemas.com](http://www.curzoncinemas.com) or visit the Box Office (12 noon to 8 pm) Starts Sunday 8th October with Anti-war: Come and see.

**Saturday 11 November 2006: Keep the NHS Together: March and Rally.** Meet at Wasteland old access road next to the Leeds Playhouse Car park. Unison will be leading the March and Rally, to highlight the plight of NHS workers. The Government is imposing unacceptable financial targets on the NHS, its workers and consequently the UK public. For more information contact UNISON, **Sharon Hamilton** email [sharon.hamilton@leedsth.nhs.uk](mailto:sharon.hamilton@leedsth.nhs.uk) or visit [www.tuc.org.uk/extras/leedsth.nhs.pdf](http://www.tuc.org.uk/extras/leedsth.nhs.pdf)

**Saturday 11th November 2006: We are holding the 2006 CWU Disability Conference** in Swansea on 11th November 2006. The venue is Swansea at the Dragon Hotel. It is an all day Conference beginning at 10am. For more information contact **Alan Crisp** in the CWU Equality Department on: **020 8971 7205** or by email: [acrisp@cwu.org](mailto:acrisp@cwu.org)

**Tuesday 14th November 2006: An important lecture** – to be delivered by **John Monks** – has been organised to take place on in the Attlee Room, Portcullis House at 8.00 p.m. The title of the lecture is “The Challenge of New Capitalism”. For more information contact **Norman Howard**, Secretary of the Bevan Society at [Norman.Howard1@Virgin.Net](mailto:Norman.Howard1@Virgin.Net) or **01932 849433**

**Saturday 18 November 2006: Managing Sickness Absence With Care.** 7th Annual Conference. 10.00am to 4.00pm. To be held at Hillscourt Conference Centre, Rednal Birmingham. The conference will discuss the examination of employers’ practices and procedures for managing sickness absence and providing phased supported therapeutic return to work programmes. Speakers include HSE, Occupational Health Psychologist, Hope Daley National Health & Safety Officer, Unison, Dave Parr Disability Champions Project and Brian Robinson UK National Workstress Network. Cost: Delegates £50.00 (£16 unwaged). For more information email [lesvroberts@hotmail.com](mailto:lesvroberts@hotmail.com) or visit [www.workstress.net](http://www.workstress.net)

**Tuesday 21 November 2006 – Wednesday 22nd Nov inclusive. CWU Annual ULR seminar.** This will be the third national event for union learning representatives in the CWU. To be held at **Britannia Adelphi Hotel**, Ranelagh Place, Liverpool. For more information contact **Laura Wright** on **0208 971 7416**

or **Michelle Simpson** on **0208 971 7340** or email [learn@cwu.org](mailto:learn@cwu.org) or visit [www.cwu.org](http://www.cwu.org)

**Thursday 23 November 2006: Women in Public Life Seminar** (rescheduled). The CWU are please to confirm the rescheduled arrangements for the forthcoming Women In Public Life Seminar. The Seminar will take place in the the CWFS Boardroom, which is at CWU Headquarters on the first floor starting from 11.30am–4.00pm. The day has been specifically designed to inspire female CWU activists to give serious consideration to becoming more involved in decisions affecting public life. Special guests on the day will include: Linda Woodings (Political Secretary and Chair of the East Midlands Labour Party Board), Edith Macauley (CWU Legal Services, Magistrate and former Mayor) and Julia Upton (NEC Member and School Governor). For more information contact the **Equal Opportunities Department** on **020 8971 7356** or [dgittens@cwu.org](mailto:dgittens@cwu.org)

**Wednesday 6 December 2006: The Problem of Intimacy: Trade Union and Labour Governments.** 19.00 Portcullis House, Westminster. This seminar will look at the changing relationships between the trade union movement and post-war Labour governments. *What can be learnt about union-government relations today? What are the prospects for tomorrow?* **Speakers:** **Nina Fishman** (University of Westminster), Geoffrey Goodman (tbc), Chair: **Hywel Francis MP.** The event is free to attend. For more information and to book a place email [events@unions21.org.uk](mailto:events@unions21.org.uk)

**Saturday 3 February 2007: CWU Black Workers Conference.** The conference will take place at the Novotel Bristol Hotel, Bristol BS1 6HY. There will be a social event at the Novotel Bristol Hotel on Friday 2 February 2007 details will be circulated nearer the time. For more information contact the **Equal Opportunities Department** quoting reference **1.50.2**, email [dgittens@cwu.org](mailto:dgittens@cwu.org)

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If you have anything for the events bulletin page please send your contribution to:

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Wimbledon  
SW19 1RX  
Tel: **020 8971 7497**  
Email: [mmurray@cwu.org](mailto:mmurray@cwu.org)

*Details must arrive nine days before publication and must include a contact phone number, brief summary of the event, email and website address. Listings are free, but inclusion is not guaranteed.*